

### Position Information

<b>Position Title</b>	Housing Coach
<b>Program</b>	Housing
<b>Reports to</b>	Coordinator / Team Leader / Manager
<b>Direct reports</b>	Nil
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Award classification</b>	Level 3

### Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with Tenants.

## Position Summary

The Housing Coach plays a vital role in supporting individuals who are exiting homelessness to stabilise, regain independence, and transition into long-term, sustainable housing. Grounded in recovery oriented and trauma informed practice, the role works alongside people with complex needs to identify strengths, develop skills, and connect with supports that promote stability, wellbeing, and inclusion.

This role provides flexible, person-centred support across a range of transitional housing settings. It focuses first on stabilising the individual in short to medium term accommodation, and then on preparing and supporting them into permanent housing whether social, affordable, or private rental. The Housing Coach builds strong relationships with Tenants, housing providers, and community services to ensure wraparound supports are responsive, culturally safe, and aligned with individual goals.

The Housing Program aims to provide increased opportunities by providing suitable pathways for people whose lives are severely affected by complex life challenges. The aim is to support recovery, reduce social isolation and improve independent living and employment outcomes. The Housing Program uses a strengths based approach and offers the opportunity to access one to one support as required.

The aim of the Housing Programs are to:

- Provide early intervention for individuals at risk of homelessness by delivering tailored support to prepare them for and connect them with stable housing options, such as social housing, affordable housing, or private rental thereby reducing the likelihood of homelessness and associated trauma.
- Support individuals currently experiencing homelessness through a housing first approach, offering immediate access to appropriate accommodation alongside wrap around support services.
- Provide accommodation and intensive support for people exiting correctional facilities, providing stable, safe, and supportive housing that reduces risk of reoffending by empowering tenants with the skills and resources needed to live independently.
- Provide safe and secure independent housing for women and children experiencing domestic and family violence in Katherine, aimed at preventing homelessness and reducing the risk of re-entry into crisis accommodation.

The Housing Coach may at times be required to provide support or assistance to other TeamHEALTH Programs/Regions. This may involve travel that entails overnight or weekly absences.

The Housing Coach will manage a case load supporting Tenants to develop their individual action plan and assist in access and referral to appropriate support services as identified in their plan to achieve independent living in the community. The Housing Coach must be willing to work across all Housing Programs and participate in a rotating roster including evenings and weekends.

## Key Result Areas

### 1. Tenant Support Services

- 1.1. Provide a strengths based approach to recovery in consultation with the Coordinator/Team Leader/Manager.
- 1.2. Develop, implement and monitor Individual Action Plans with tenants and assist with access and referral to appropriate support services in the community.
- 1.3. In consultation with the Coordinator or Team Leader/Manager assist in the development of the policy, instructions, tools and operational guidelines relevant to service provision.
- 1.4. Assist in the ongoing management of a safe workplace through involvement in the implementation of safe systems of work.
- 1.5. Assist in the running of the household and participate in rostered shift duties.

### 2. Relationship Management

- 2.1. Foster effective working relationships with TeamHEALTH's sector and community stakeholders.
- 2.2. Work effectively with persons of Indigenous and Culturally and Linguistically Diverse Backgrounds (CALD).
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, Tenants, carers and external contacts.

### 3. Reporting and Evaluation

- 3.1. Undertake and document progress on a regular basis; and assist in relevant data collection and evaluation.
- 3.2. Ensure tenant case notes are updated, individual action plans are documented and reviewed regularly.
- 3.3. In consultation with Coordinator or Team Leader/Manager ensure appropriate Policy, Instructions, Data Collection and Returns are completed within established timeframes.
- 3.4. Actively participate in regular team meetings, support and supervision with the Coordinator or Team Leader/Manager, including continued professional development and performance reviews.

## Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

### All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

### Essential for Position

5. Appropriate qualifications in a community services, mental health or related area.
6. Demonstrated experience in the delivery of services to people with complex needs.
7. Demonstrated ability to uphold the rights of people and their families.
8. Demonstrated ability to form partnerships and work collaboratively with all stakeholders including Tenants, clinical services, carer and other service providers.
9. Demonstrated high level of communication skills (written and verbal), with the ability to interact with a diverse range of people.
10. Demonstrated ethical work practices including an understanding of appropriate personal boundaries.
11. Action orientated, flexible and innovative approach.
12. Demonstrated computer literacy in a Microsoft Office environment.

### Desirable for Position

13. Certificate IV in Housing / Homelessness or willingness to obtain.
14. Senior First Aid Certificate or willingness to obtain.
15. Mental health experience is an advantage.

## Position Description Approval

Approved by	Gilliann Frew Executive Manager, Services
Date approved	02 July 2025
Signature	